

Customer Flow Training

Course Description:

This 8-day interactive class provides the opportunity for employees to learn ways to engage, triage, and counsel job seekers. Employees will learn to: work with diverse populations; provide outstanding customer service through communication and triage; and refer customers to jobs, resources, and activities that match their skills, abilities, and personal goals.

Audience: WorkSource employees

Objectives:

- Describe the elements of employment counseling
- Understand your roles and responsibilities as a WorkSource representative
- Communicate effectively with job seekers and WorkSource partners
- Develop case management and helping skills
- Assess the job seekers' knowledge, skills, and abilities
- Use labor market information to help the job seeker set realistic goals
- Hone resource room and front desk skill sets
- Become acquainted with the WorkSource Customer Flow model (The 6 boxes)

Authorization: Administrators and supervisors manage employee registration, travel arrangements, and work schedules.

Prerequisites: SKIES training from authorized instructor

Refreshments/Meals: On your own

Special Needs: Notify us via e-mail at: [ESD GP ECDD Training Academy](#) if you need an accommodation.

Registration: Contact us via e-mail at: [ESD GP ECDD Training Academy](#) to register. Include employee name(s), contact information (phone, fax, and e-mail), office location, supervisor, job title, length of employment ESD, and dates of attendance. Confirmation will be sent with directions, map, and parking pass five days prior to the start of training.

Class Size: Class limited to 15 participants.

Schedule

Date & Time	Location	Last Day to Register	Instructor
Jan. 20-22, 2010 and Feb. 1-5, 2010 8:30 a.m. to 4:30 p.m. daily CLASS FULL	Jan 20-22: ECDD Training Academy 670 Woodland Square Loop, Bldg. D 2 nd floor Lacey, WA 98503 Feb 1-5: 6224 6 th Ave SE, Row Six Building Room 100 - Lacey WA. 98503	Jan. 13, 2010	ECDD Training Academy Staff
Feb. 17-19, 2010 and Mar. 1-5, 2010 8:30 a.m. to 4:30 p.m. daily CLASS FULL	ECDD Training Academy 670 Woodland Square Loop, Bldg. D 2nd Floor Lacey, WA 98503	Feb. 10, 2010	ECDD Training Academy Staff

Mar. 17-19, 2010 and Mar. 29-31, Apr. 1-2, 2010 8:30 a.m. to 4:30 p.m. daily CLASS FULL	ECDD Training Academy 670 Woodland Square Loop, Bldg. D 2 nd Floor – Vashon Room Lacey, WA 98503	Mar. 10, 2010	ECDD Training Academy Staff
Apr. 14-16, 2010 and Apr. 26-30, 2010 8:30 a.m. to 4:30 p.m. daily CLASS FULL	ECDD Training Academy 670 Woodland Square Loop, Bldg. D 2 nd floor – Bainbridge Room Lacey, WA 98503	Apr. 7, 2010	ECDD Training Academy Staff
May 12-14, 2010 and May 24-28, 1010 8:30 a.m. to 4:30 p.m. daily	DSHS Region 1 CSD 8517 E. Trent Ave Kalispel Room Spokane Valley, WA 99212	May 5, 2010	ECDD Training Academy Staff
May 12-14, 2010 and May 24-28, 1010 8:30 a.m. to 4:30 p.m. daily CLASS FULL	ECDD Training Academy 670 Woodland Square Loop, Bldg. D 2 nd Floor – Bainbridge Room Lacey, WA 98503	May 5, 2010	ECDD Training Academy Staff
June 9-11, 2010 and June 21-25, 2010 8:30 a.m. to 4:30 p.m. daily CLASS FULL	ECDD Training Academy 670 Woodland Square Loop, Bldg. D 2 nd Floor – Bainbridge Room Lacey, WA 98503	June 2, 2010	ECDD Training Academy Staff
July 14-16, 2010 and July 26-30, 2010 8:30 a.m. to 4:30 p.m. daily	Kennewick Work Source (Tri-Cities) 815 Kellogg Street Suite D Prosser Room Kennewick WA	July 7, 2010	ECDD Training Academy Staff
Aug. 11-13, 2010 and Aug. 23-27, 2010 8:30 a.m. to 4:30 p.m. daily	ECDD Training Academy 670 Woodland Square Loop, Bldg. D 2nd Floor – Vashon Room Lacey, WA 98503	Aug. 4, 2010	ECDD Training Academy Staff
Sept. 8-10, 2010 and Sept. 20-24, 1010 8:30 a.m. to 4:30 p.m. daily	Yakima Work Source – Room 6 306 Division Street Yakima WA 98902	Sept. 1, 2010	ECDD Training Academy Staff
Oct. 13-15, 2010 and Oct. 25-29, 2010 8:30 a.m. to 4:30 p.m. daily	ECDD Training Academy 670 Woodland Square Loop, Bldg. D 2 nd Floor – Vashon Room Lacey, WA 98503	Oct. 6, 2010	ECDD Training Academy Staff
Nov. 17-19, 2010 and Nov. 29-30, Dec. 1-3, 2010 8:30 a.m. to 4:30 p.m. daily	ECDD Training Academy 670 Woodland Square Loop, Bldg. D 2 nd Floor – Vashon Room Lacey, WA 98503	Nov. 10, 2010	ECDD Training Academy Staff